

## DISPATCHER OF THE MONTH

WOW! NJS049 has been with IPN for 15 years and is named as this month's Dispatcher. We sincerely thank you for your dedication, NJS049!

*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## MY PAGES ARE SENSATIONAL

### THAT'S NOT A GOOD THING

Last month we looked at the issue of generalization in our incident alerts. This month we put the microscope on the QA problem of sensationalism. This disturbing trend can be seen in many of our news outlets where the trend is to sell newspapers rather than report the news. In theory, news is unbiased, fact-based reporting. That is IPN's goal and something we take pride in.



To combat this issue, it is imperative to only report what is stated over the radio. When facts are embellished it reflects poorly on the system. Our members see this and lose faith in our credibility. When public safety agencies working the call learn that our page was sensationalized, they discredit our system. This is a "no win" situation when juiced up information is transmitted instead of the details that come directly from the radio traffic.

*Continued on next page*

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# "REAL NEWS" IS IN OUR TAGLINE FOR A REASON

**Real News. Real Time.™**

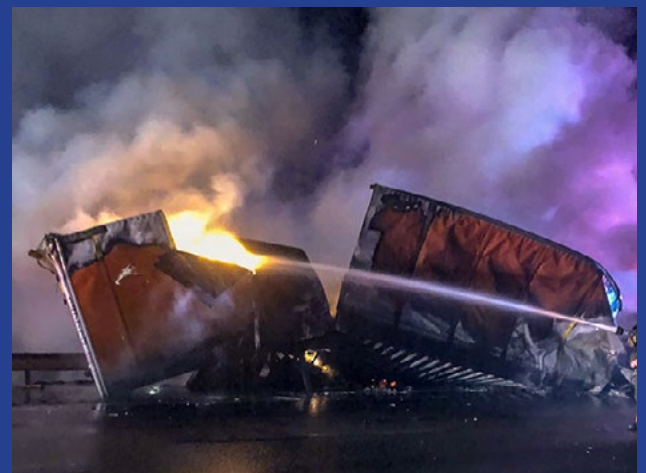
Dispatchers should be very cautious to prevent over-reporting as well. Recently, a page went out for an accident with the words: "People Trapped." However, it was one person needing a door pop. "People Trapped" indicates a real sense of urgency and danger. On this particular call, there were only minor injuries, making this a sensationalized page. We need to be on point with these reports. Though "Cmd Req Jaws to Pop a Door for 1 Occupant with Minor Injuries" is not that exciting, it is the truth. We pride ourselves on truthful and accurate reporting.

The support team understands the Incident Commander may give a bad report from time to time. We also know that as a professional dispatcher you are going to promptly convey that report to our members. After the IC takes a breath and realizes it is only one room on fire and not a skyscraper fully involved, will you update as well? Yes. In doing so, be sure to attribute the correction to the IC so the egg does not land on your face. This will also benefit your friends at support who will not have to write a love letter asking what happened. Everybody wins!



01-16-2019 @21:51 | Weston| Traffic Alert| |  
I 90 EB mm 119|All services O/S of a tractor  
trailer on fire. Only trailer is burning. EB lanes  
closed. [MAS262]| WSC037

Photo by Mark Hershon





01-01-2019 @02:58 |  
Plymouth Twp| 1 Alarm Fire|  
82PTFD1| 50081 Sheffield  
Ct|E-3 o/s working fire in a 2  
story dwelling, thru the roof.  
Defensive ops. M/A Northville  
Twp & City M/A:Canton Twp|  
MCH048

Photo by Matt Zmuda

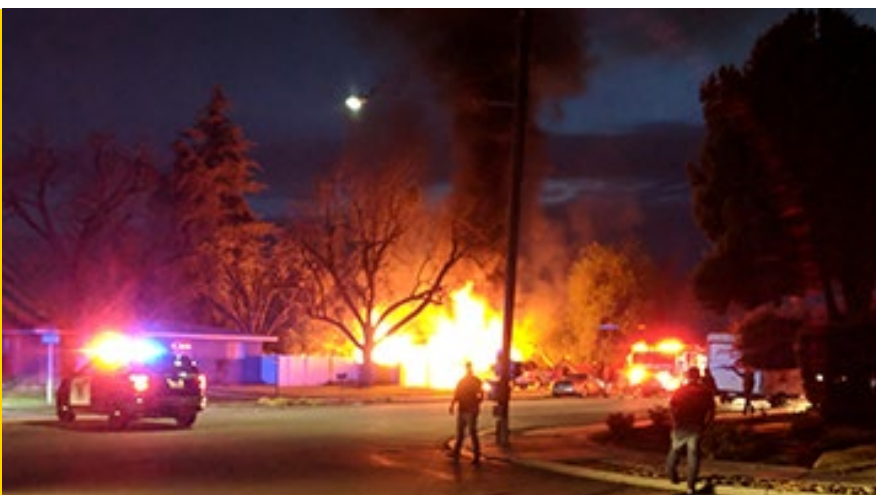
## A FEW THINGS TO REMEMBER

**How to Get Support:** The fastest and only way to receive support on any system or account issue is to contact IPN Support directly via email at [support@incidentpage.net](mailto:support@incidentpage.net). While there appears to be other ways to get support, such as the contact options on IPN's Facebook page and Twitter account, these are not reviewed by any of our support team members. This means if you need to report an issue or get help with your account, you won't from any other venue than emailing us.

**Missing Dispatcher Rewards:** If you have requested a reward and it does not arrive in a reasonable amount of time, please email

support. Recently, we discovered through casual conversation with a dispatcher that he had not received his reward. If he had told us sooner we would have fixed the problem promptly. We want you to have your reward, so let us know.

**Side note:** if an item shows as being delivered but you didn't receive it, we may ask you to file a police report and contact the postmaster in your city. It helps local officials track down criminals, such as the postal worker who stole one of our dispatcher's gift cards. After reporting it and investigation by officials, they found he had victimized hundreds of people and was arrested.



01-13-2019 @17:42 | (CAL)  
Tulare, CA (Tulare County)| 1  
Alarm Fire | 927 S Avon Dr. |  
Single family residence fully  
involved, 1 minor burn injury,  
TCFD on scene | CAL031

Photo by David Singleton



# HANDLING HASTY SIZE UPS



The trend among many fire departments is to quickly upgrade a response when there is any sign of a fire. This makes it increasingly difficult

to send legitimate pages to our members. On average we see 1-2 incidents each day where the working fire is canceled within minutes of it being declared. There is nothing we can do about this and, unfortunately, we suspect that this will happen more frequently as fire agencies err on the side of caution.

A second component in this equation are high rise fires. Confirmed fires in these structures are very labor intensive and the unusually high life hazard calls for a lot of help in a hurry. To prepare for this a lot of fire departments have a standard operating policy that calls for an immediate second alarm. This often comes before fire personnel have verified a fire. We still view it as a 2nd Alarm being transmitted.

This can be troubling; once we "ring the bell" on IPN it is impossible to recall the notification. Your only option, as a professional dispatcher, is to update the call and let people know.

The difficulty here is sending the follow up so that the page maintains credibility. This is always done by referencing the report given by the IC. Here are some examples:

San Bernardino County (Fontana)| 1 Alarm Fire| E-71 o/s Working Fire in a 2nd Floor Apartment| CAL036

San Bernardino County (Fontana)| 1 Alarm Fire| U/D: Cmd now advising Food on the Stove with Some Extension. Quick K/D Units on Scene Can Handle.| CAL036

Hartford| 2 Alarm Fire |12 Sty Comm Bldg with smoke on multiple floors. 2nd Alm Transmitted. Cos Hitting FDCs.| CON026

Hartford| 2 Alarm Fire| U/D: Cmd now o/s advising a problem with the air handler. Holding 2 Eng & 1 Trk.| CON026

To avoid getting a love letter from QA, it is important to send the update. As long as you are sending good info based on actual radio traffic, everyone is happy. Your alerts will not be deleted because there was a verified W/F or Multiple Alarm. It is not your fault that it didn't pan out. We are only as good at the radio traffic that we hear and everyone appreciates the update.



01-20-2019 03:43 | Riverside County (Corona)| Major Accident| | Sr91 W & 241|CHP,CFD and Anaheim FD o/s 5 vehicle TC with 4 injuries and extrication, 2 critical, WW driver, Sigaler| CAL026  
Update: Additional Vehicle Hit 1 Of The Previous Vehicles, no Additional Injuries, full Freeway Closure| CAL026 | 03:51

Photo by Jarred Jackson



## ANOTHER IPN INCIDENT MAKES THE NEWS!

A massive fire broke out at a lumber yard in the city of Pembroke Ontario on January 2, 2019. The fire damaged a transformer, knocking out power to most of the city and a neighboring township, affecting over 10,000+ residents for nearly 10 hours.

Many news outlets covered this major story.

[Click here to read one report.](#)

ONT| Pembroke, ON - Canada (Renfrew County)| Working Fire| 299 Boundary Rd. E.| PFD on scene of fully involved structure fire at a commercial business at a lumber yard| CAN011| 20:24

Update: Power Outage| Citywide power outage affecting both Pembroke and Laurentian Valley Twp. Due to commercial fire| CAN011| 21:35

Photo and report by  
Randy Leclaire

**IPN** Real News. Real Time.™

# LEAVING POINTS ON THE TABLE?

Although it can be easy to hit the update button when a fire goes to the next alarm level, it is important that your new alarm page does not have the "U/D" in the narrative. The system sees these letters and processes the points differently.\* In other words, you get less points if you treat an upgrade as an update. They are not the same thing.

To make sure you are not leaving points on the table, follow these tips:



- DO NOT treat the new alarm level as an update.
- Always include the size up. This includes structure type, construction and dimensions. (If known). Consider Google

Earth if address is precise and IC has not given this info.

- Always include conditions and newsworthy events reported by units on prior alarms.

\* The QA team reviews close to a thousand calls each day. This time consuming process does not always allow the admin to adjust your points when U/D is used on an upgrade. IPN is not responsible for fewer points being awarded when the above practice is not followed.



# MONTHLY STATS

## THANK YOU FOR MAKING 2018 AWESOME!!

2018 is history and it was an amazing year for the system. Your cumulative efforts resulted in 221,440 alerts being transmitted. The highest contributor for the year was the state of Florida with 30,678 alerts. New York and California round out the top three for the year with 23,767 and 20,101 respectively. Our fingers are crossed that we can break one quarter of a million quality alerts in 2019.

January	February	March	April	May	June
Florida	Florida	Florida	Florida	Florida	Florida
New York	New York	New York	New York	New York	New York
California	California	California	California	California	California
Mass	Mass	Mass	Mass	Pennsylvania	Pennsylvania
Illinois	Pennsylvania	Maryland	Pennsylvania	Maryland	Illinois
Pennsylvania	Maryland	Pennsylvania	Texas	Illinois	Mass
Maryland	Ohio	Texas	Maryland	Mass	Maryland
Texas	Texas	Illinois	Illinois	Texas	Texas
Ohio	Illinois	Ohio	Ohio	Ohio	Ohio
New Jersey	New Jersey	New Jersey	No Carolina	Wisconsin	New Jersey

July	August	September	October	November	December
New York	Florida	Florida	California	Florida	Florida
Florida	New York	New York	Florida	New York	New York
California	California	California	New York	California	California
Pennsylvania	Illinois	Mass	Mass	Mass	Mass
Mass	Mass	Pennsylvania	Maryland	Illinois	Pennsylvania
Texas	Pennsylvania	Texas	Illinois	Pennsylvania	Illinois
Illinois	Texas	Illinois	Texas	Texas	Maryland
Maryland	Ohio	Ohio	Ohio	Maryland	Texas
Ohio	Maryland	Maryland	Pennsylvania	Ohio	Ohio
Arizona	Arizona	Arizona	Wisconsin	New Jersey	Wisconsin

We were impressed by the December stats as well. Six of the top 10 states produced over a thousand calls each. Illinois and Pennsylvania ended up separated by a single incident which is insane. Just like the annual results Florida, New York and California dominated the month. (2762, 2235 and 1756). ***We are excited to see everyone make 2019 an even more awesome year!!***

01/06/19 @15:55 | Baltimore  
(Baltimore County)| 2 Alarm Fire| Fg1|  
Callaway Ave & West Forest Park Ave|  
Box Alarm 40-40: BCFD o/s heavy fire  
#2 & 3 floors 3-story frame dwelling,  
Car 5 req 2nd alarm| MAR137 |  
Update: Injured firefighter being  
transported, cmd ordering building  
evac & requesting Water Tower|  
MAR137 | 15:58

Photo by Michael Schwartzberg





## HOTLINE INFO REMINDER

Provide all necessary information. Spell street names and towns.  
Text: [hotline@incidentpage.net](mailto:hotline@incidentpage.net) | Toll-free Phone: 1-888-339-8259

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01/16/19 @08:07 | Lochearn  
(Baltimore County)| Traffic  
Advisory| West| Patterson Ave &  
Wildwood Ave| Box 2-24: FD &  
PD o/s MVC, vehicle vs house,  
several injuries, 2 EMS units  
requested| MAR137  
Update: Engine 2 requesting  
Truck Company & USAR 17  
response, 3 EMS units, several  
injuries| MAR137 | 08:21

Photo by Michael Schwartzberg



01-06-2019 @14:29 | Plymouth Twp| 1  
Alarm Fire| 82PTFD1| 9144 Northwood  
Ct|E-3 o/s working fire in a 2 story dwelling.  
3 LSO. C-1 cmd. M/A Northville Twp & City  
M/A:Canton Twp| MCH048

Photo by Matt Zmuda

## CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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